



# Hospitality Student Management Trainee Program 2021/2022

## 1. Introduction

The Centre of Tourism and Integrated Resort Studies (CTIRS) under the Faculty of Business Administration (FBA) is offering a unique “**Hospitality Student Management Trainee Program**” for FBA students. The program is aimed to equip students with practical skills needed in the real-world hospitality operation. It is composed of both theoretical training as well as hands-on training and practicum. The whole program is composed of a combination of 50 hours of course training and 40 to 50 hours of practicum training. The Practicum will be conducted for the CTIRS or FBA such as the Integrated Resort Career Simulation Program (IRCSP).

## 2. Objective

The objective of the program is to provide students with practical courses and hands-on skills that supplement our regular FBA curriculum. Through knowledge training and practicum opportunities, students who completed this program will have more solid knowledge to work on the related hospitality areas for their internship upon graduation.

## 3. Target Audience

Our program targets those who are at **FBA Year 3 or FBA Year 4**. As quota is limited, we will reserve around 80% of the seats for students who are required to do internship in the related hospitality areas as priority. The remaining quota (around 20%) of the seats will be reserved to those who are not required to have internship in related hospitality areas but have strong interest in hospitality industry after graduation.

## 4. Instruction Language

Cantonese

## 5. Venue

Hospitality Training Lab, Faculty of Business Administration, University of Macau (E22)  
UM Guest House, University of Macau (N1)



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### 6. Assessment, Regulation & Certification

**Course assessment would be required** before the end of each course. Certificate(s) will be issued to students who completed the training (both course training and practicum training) with **at least 80% attendance and successfully passed the assessment and finished the practicum**. Details are as below:

- **Module 1: Certificate of Hotel Guest Room Cleaning**

**Total 30 hours = Hotel Guest Room Cleaning Training (15 hours) and Practicum (15 hours)**

Students will get a Certificate of Completion if students successfully completed 30 hours of courses and passed the assessment.

*\*Please note that we are planning to offer more modules in Oct. to Nov. 2021 including **Module 2: Certificate of Front Office System Opera Training Competence** and **Module 3: Certificate of Food & Beverage Competence – Coffee Basic Barista Training**. If students successfully completed and passed all 3 courses, students will receive a **Certificate of Hospitality Student Management Trainee Program** which allow industry to know that students have completed the basic hospitality management training.*

*\*Please note that students who do not have 80% or above attendance in each course may not allow to sit in the final assessment and therefore no certificate will be issued. In addition, students who do not have any legitimate reasons for not attending 80% of the course may be put in a waiting list for all courses that the CTIRS offer in the coming 12 months and will be only allowed to take any training course when extra quota is available subject to the final decision of the Centre.*



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### 7. Selection Criteria

First Stage: Candidates will be shortlisted based on the criteria below. Students will be contacted by our colleague if he or she has been shortlisted. For those who do not receive any notification after Sept. 24, please try to apply again for Module 2 or Module 3.

#### Criteria for Shortlisted Candidates as below:

No.	Descriptions	Remarks	Points
1	Assistance to previous activities organized by the Center of Tourism and Integrated Resort Studies (CTIRS)	Performance in the IRCSP <ul style="list-style-type: none"> <li>If yes, 20 points</li> </ul>	20
2	Assistance to FBA organized Activities	Performance in the FBA Activities <ul style="list-style-type: none"> <li>If yes, 20 points</li> </ul>	20
3	Leadership Experience	Leadership role in any association <ul style="list-style-type: none"> <li>If yes, 20 points</li> </ul>	20
4	Curriculum Vitae	Personal Profile and Extracurricular Activities and Experience (30 to 40 points if candidate shows outstanding personal profile and extra-curricular activities and experience; 20 to 29 points if candidate shows good personal profile and extra-curricular activities and experience; 0 to 19 points if candidate shows reasonable personal profile and extra-curricular activities and experiences)	40
5	Bonus Points: Program the Candidates Are Currently Attending	Depends on Relevancy (Students majoring in Hospitality Management 15%; others majoring in the IRTM program 10%; others majoring in other FBA programs 5%)	15
6	Bonus Points: Attending previous courses provided by the Centre	Attending previous courses provided by the Centre (housekeeping training course) For each course, 5 bonus points will be added	5



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**Second Stage: Students who are shortlisted will be invited for an interview. Interview Criteria are presented as follows:**

90 to 100 points – outstanding interview performance that shows outstanding leadership potential and strong interest in hospitality industry upon internship or graduation

80 to 89 points – excellent interview performance that shows excellent leadership potential and/or excellent interest in hospitality industry upon internship or graduation

70 to 79 – good interview performance that shows good interest in hospitality industry upon internship or graduation

60 or 69 – interview performance is acceptable with some interest in hospitality industry upon internship or graduation

59 or below – interview performance is below standard and does not show strong interest in hospitality industry upon internship or graduation



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### 8. Content & Duration

Part 1. Course training (From Sept. 2021 to Oct. 2021)

- Certificate of Hotel Guest Room Cleaning (15 hours) – **Sept. 30, Oct. 5, 8 & 13 (7:00pm to 10:00pm); Final assessment on Oct. 22 (Friday)**

\*Please note that course schedule may be subject to change depending on University policy with regards to COVID-19.

Part 2. Practicum training (From Oct. 2021 to Jun. 2022)

- Provision of assistance in CTIRS especially the IRCSP or in FBA



Housekeeping – Guest Room Cleaning



Front Office – Opera Course (TBC)



Food & Beverage – Coffee Barista (TBC)



Provision of assistance in the IRCSP





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### 9. Schedule for Hotel Guest Room Cleaning (Housekeeping) Course \*

September						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

	<p>Housekeeping Training (15 hours)</p> <ul style="list-style-type: none"> <li>- 3 hours per class for 5 classes, including final assessment</li> <li>- 5 course training sessions with final assessment on <b><u>Sept. 30, Oct. 5, 8 &amp; 13 (7:00pm to 10:00pm)</u></b></li> <li>- <b><u>Final assessment on Oct. 22 (Friday)</u></b></li> </ul> <p>*Please note that course schedule may be subject to change depending on University policy with regards to COVID-19.</p>
	Public Holidays

\*Please note that CTIRS is planning to offer more modules including Module 2: Certificate of Hotel Front Office System Opera Training Competence – Total of 25 hours training and 25 hours practicum (TBC) and Module 3: Certificate of Food & Beverage Competence – Total of 20 hours training on Coffee Basic Barista Training (10 hours) and practicum (10 hours) in the upcoming months (TBC). However, the dates to offer these courses are to be confirmed and subject to approval. Tentatively, courses will be scheduled on every Monday and Friday 7:00pm to 10:00pm. If students successfully completed and passed all the above 3 modules, they will receive a **Certificate of Hospitality Student Management Trainee Program**.

### 10. Application or Enquiries

For interested parties, please apply through the [online registration form](#) with your CV (format of “.pdf”, “.doc”, or “.docx”) attached **by Sept. 21, 2021 (Tuesday)**, please contact Mr. Jason Tang at 8822 8871 or [jasontang@um.edu.mo](mailto:jasontang@um.edu.mo) for any enquiries.